PARTNER PORTAL USER MANUAL

- Document v1.2

Purple WiFi Ltd 1 Henry Square • Ashton-under-Lyne • OL6 7SR w purplewifi.net

Company number 06444980. Registered in England and Wales.

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INTRODUCTION

This document outlines the features of the Partner Portal.

OVERVIEW

It is designed to allow end users free WiFi access in return for data capture via social media or form submission. This method enables an enhanced marketing focus for venue owners, whilst giving the end user a free WiFi service.

The intention of the Partner Portal is to give you the ability to create and manage your customers, venues and users.

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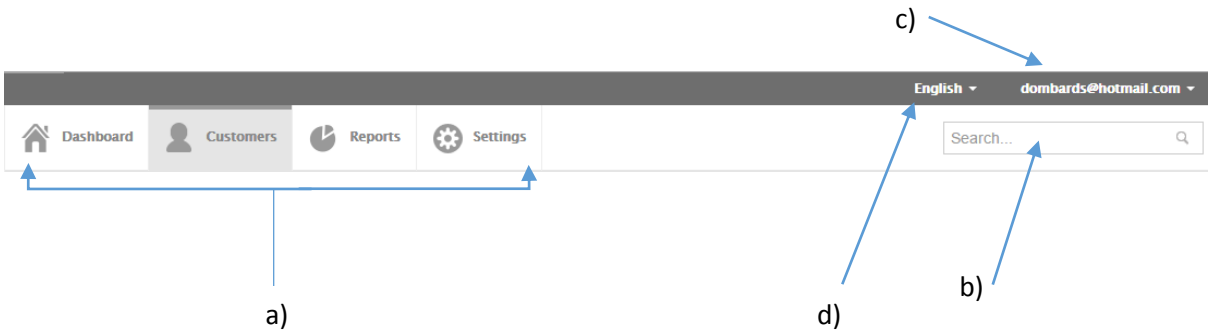
THE PARTNER PORTAL OVERVIEW

Some areas of the Portal will always remain the same. The header area of the Portal will always contain the same navigational features.



a) Application navigation - how you navigate around the areas of the Portal.

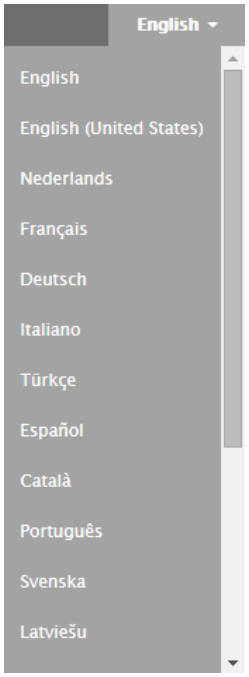
b) Search field - Search through all your Customers, Venues, Users and Hardware here, your search results will show you listings for each.

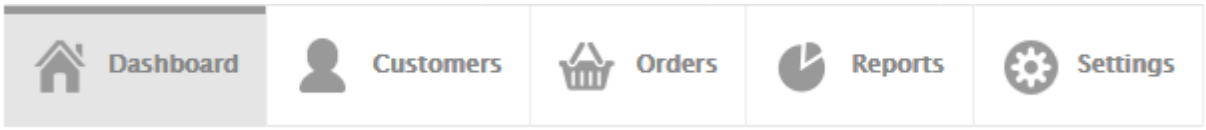
c) Profile and system log out dropdown menu.

d) Language selector.

LANGUAGE SELECTOR

The portal has been translated into numerous different languages, and these can be selected using the drop down menu at the top of the portal. The portal will pick up the default language of the browser in which the portal is opened and will automatically translate to that language if it is available.

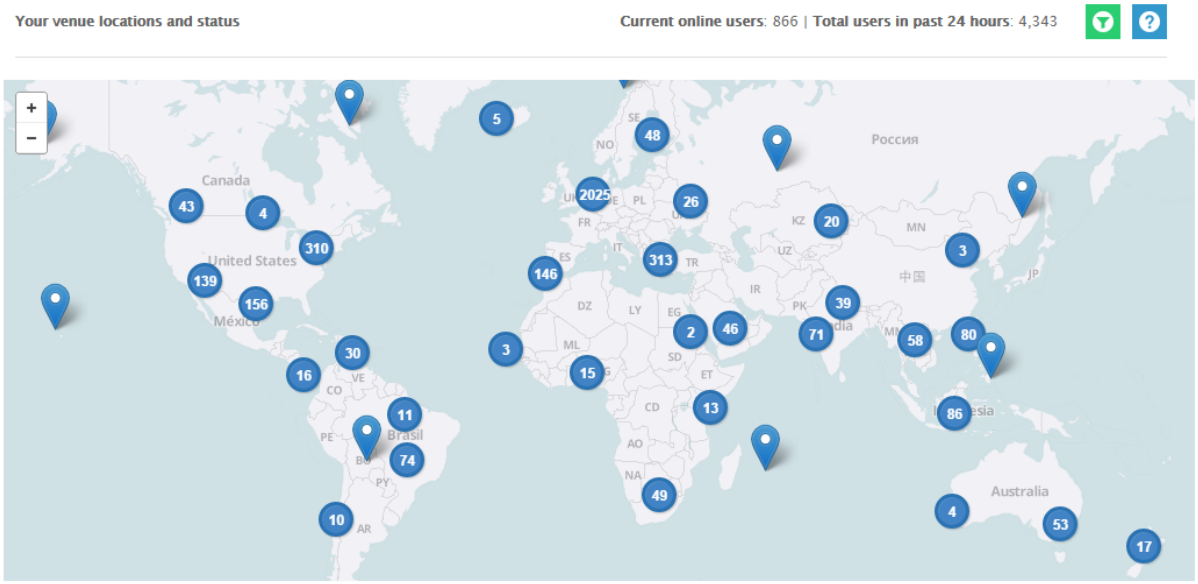




DASHBOARD

The home of the portal is the Dashboard. The Dashboard consists of elements of data, giving you a snapshot of the WiFi Module. Upon logging into the system, you will see the following snapshot elements:

1. **Venue Map Tab**



a) **Your venue locations and status**
Where venues are located in close proximity they will be grouped together and the number of venues is displayed. Within grouped venues could be more grouped venues.

b) **Accessing grouped venues**

To access grouped venues click the numbered circle icon. The map will then update and zoom into that area. If more grouped venues appear follow the same process until just the pointer icon is displayed.

c) **Point on map**
You can click on any venue pointer on this map to see information about that venue, such as Model, MAC address, Status and when the router last polled.

2. **Venue List Tab**

This will display all the venues created for all your different customers. You can filter the same way as in Venue map. From here you can also:

a) Access specific venues
b) See the users online in the past 24 hours
c) See the Status
d) Impersonate a venue

3. **Venue Filter**

You can filter your venues by status by clicking the icon. The available statuses are:

a) Online
b) Offline
c) No hardware

4. **Notifications**

Notifications are now made available for Partner Portal users indicating technical changes that have been applied to the portal. A number will appear advising the number of notifications since last accessed. The number will disappear when you go into notifications but previous notifications will still show.

5. **Reports snapshot**

a) **Top 10 busiest venues right now**.
This column graph shows the current (right now) busiest venues based on the number of users that are online at those particular venues.

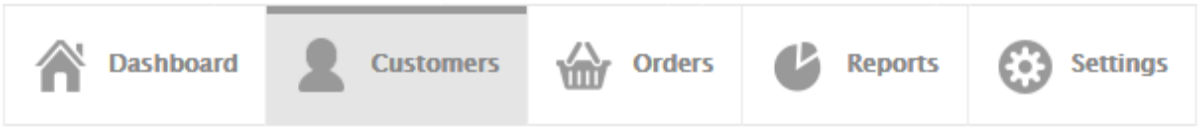
b) **Top 10 busiest venues in past 24 hours.**
This column graph shows the busiest venues during the past 24 hours, based on the number of users that have been online during that period at those particular venues.

6. **Full screen feature**

Click the icon to maximise the view to full screen, the tabs along the top will still be available but the top Verizon area and the Verizon area on the left hand side of the screen will disappear. Clicking the icon again will revert back to original view.

7. **Page tours**

For online help click the icon, an explanation of either that section or what is available on the screen will appear.



CUSTOMERS

1. **Creating a new customer(s)**

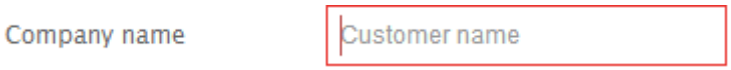
a) Click the Create new customer button.

b) A drop down will appear, giving you the option to 'Add a single customer' or 'Bulk upload .CSV'.

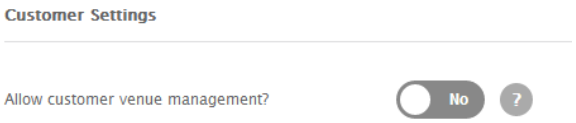
c) Select the option Add a single customer'. (For bulk upload please refer to that section of the manual)

d) The screen will change, and is split into three sections: Customer details, Customer contact details and Customer settings.

e) Enter all the customer's details into the available fields, any fields with a red border are required fields.

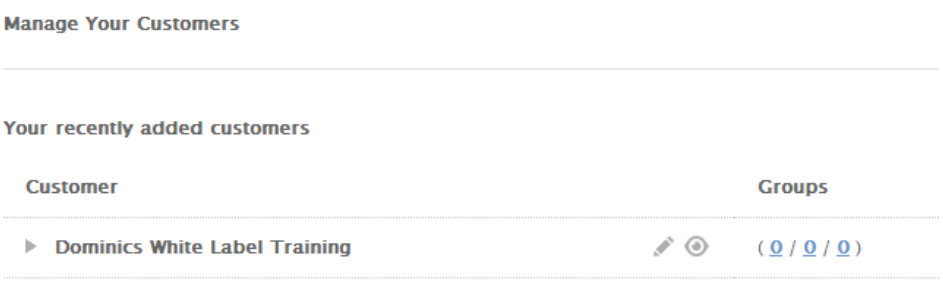


f) Within customer settings there is only one option; Allow customer venue management. If this option is set to No then the venue will not have an option for Hardware, which means they cannot add or delete hardware, configure or access any diagnostic options. If set to Yes, then they will have all these options and an additional tab will be present within the Venue management screen called Hardware.



g) Click the Save details button once fully completed.

h) You will be taken back to the main customer area, the new customer will be at the top of the screen.



2. **Bulk upload**

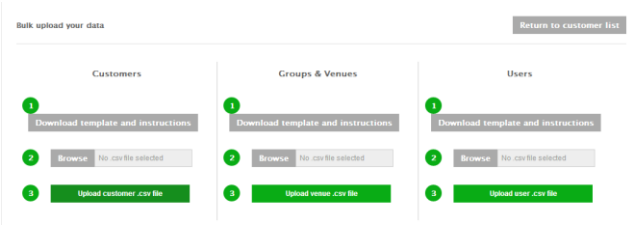
When adding Customers, Venues, Groups or Users you can use the bulk upload option, this will make the process quicker if you have more than one to create or have them already set up in a csv file.

a) Click the Create new customer button.

b) A drop down will appear, giving you the option to 'Add a single customer' or 'Bulk upload .CSV'.

c) Click the option Bulk Upload .csv.

d) The following page will load.



e) You will be presented with 3 bulk upload sections:

i) Customers.
ii) Groups & Venues.
iii) Users.

f) Each section will have 3 steps:

i) Download template and instructions.
ii) Browse.
iii) Upload customer .csv file.

g) You will need to follow these steps in order.

i) **Step 1**

(1) Click the 'Download template and instructions' option.

(2) A file will be downloaded to your computer, this will contain the following files:

(a) Customer sample csv.

(b) Customer template csv.

(c) WiFi customer bulk upload guide.

(3) The 2 csv files, Customer sample is populated with example data. Customer template is for you to populate yourself.

(4) You also have the guide that will advise which fields need to be populated and explain what is included in the csv files.

(5) Once you have read the guide you need to populate your template called Customer Template with your selected choice of data.

(6) Now save the file to your computer.

ii) **Step 2**

(1) Click the Browse button.

(2) Navigate to where you saved your csv file.

(3) Select it and click open.

(4) The file name will appear next to the browse button.

iii) **Step** 3

(1) Click Upload customer .csv file.

(2) As long as no errors were detected the new data will be uploaded. If there are any errors then the process will stop and an error message will appear. The most common error will be when you have left a required field empty.

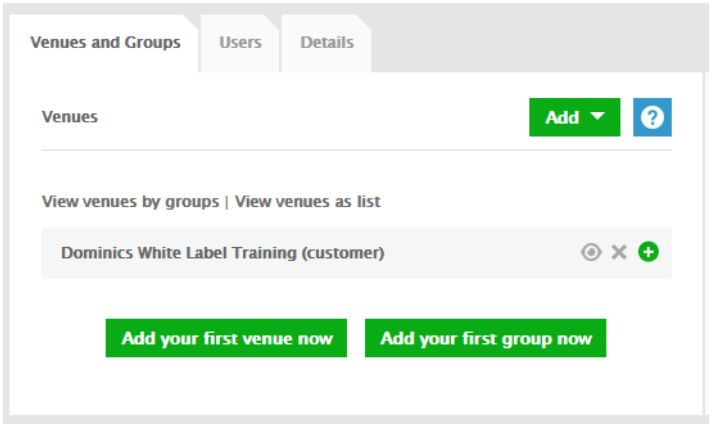
3. **Creating the venue for the first time**

When creating the first venue for a customer you will be given two additional buttons to help adding a venue or groups. The wizard will guide you through the whole process of creating a venue and also adding hardware, setting up social links and applying any relevant options. You can select not to use the wizard and go through the tabs separately if preferred.

a) Click the ▸ icon to the left of the new customer, the area will expand and the below message will appear,

b) Click the link Click here.

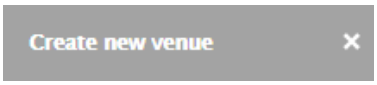
c) The customer management screen will load.



d) Click the option Add your first venue now.

e) The wizard will begin, there are 4 stages to the wizard but certain areas can be skipped.

f) You can cancel the wizard at any point by clicking the ✕ icon at the end of the Create new venue option on the left of the screen.



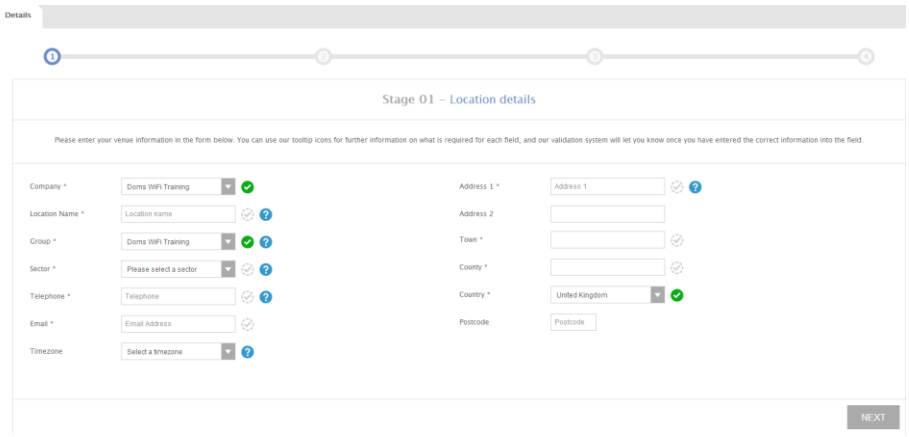
i) **Stage 1** - Location details

(1) Fields with a green tick icon are fields that have valid information already entered.

(2) Fields with a grey tick icon are fields that are empty but will need to be populated.

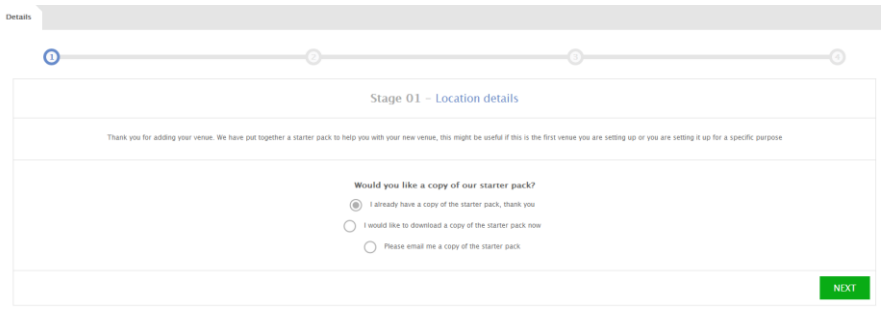
(3) Fields with a red cross icon are fields that have been missed or the information entered is not valid.

(4) Enter the information for the fields that have the icon, they will then change to icons once populated.



(5) Click Next.

(6) The screen will update. We put together a starter pack to help you with your new venue, this might be useful if this is the first venue you are setting up or you are setting it up for a specific purpose. This screen is asking if you would like a copy of the starter pack.


Details
Stage 01 – Location details
Thank you for adding your venue. We have put together a starter pack to help you with your new venue, this might be useful if this is the first venue you are setting up or you are setting it up for a specific purpose
Would you like a copy of our starter pack?
I already have a copy of the starter pack, thank you
I would like to download a copy of the starter pack now
Please email me a copy of the starter pack
NEXT

(7) You have 3 options, you will need to select one to continue:

(a) **I already have a copy of the starter pack, thank you**
This will allow you to continue with the wizard without downloading.

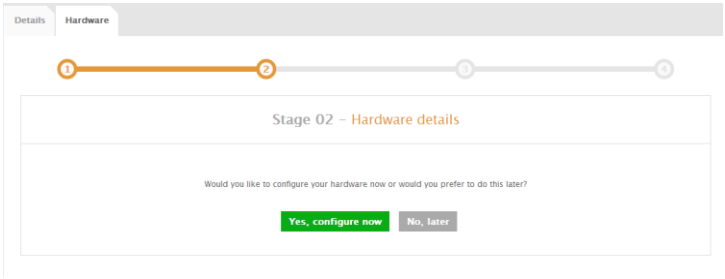
(b) **I would like to download a copy of the starter pack now**
This will download a copy to your PC.

(c) **Please email me a copy of the starter pack**
When you select this option an additional field will appear, the user's email (who is logged in) will appear in the box but this can be changed if required.

(8) Select one of the above options and then click Next.

ii) **Stage 2** – Hardware details.

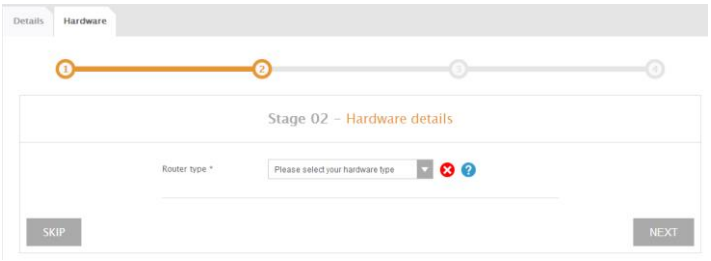
(1) You can set up the hardware now or later.


Details
Hardware
Stage 02 – Hardware details
Would you like to configure your hardware now or would you prefer to do this later?
Yes, configure now
No, later

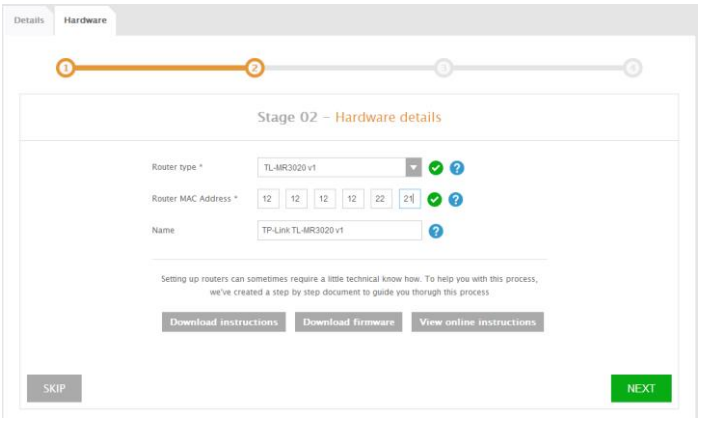
(2) Select No, thanks to complete at a later time.

(3) Select Yes, configure now to set up the hardware now.

(4) The first option to select is the Router type from the drop down list.



(5) Once the router is selected more fields will become available, you now need to add the MAC address and give a unique name (if required).



(6) Once the last part of the MAC address is entered, 3 additional buttons will become available. These are:

(a) **Download Instructions**
Will download the step by step instructions for flashing the selected router.

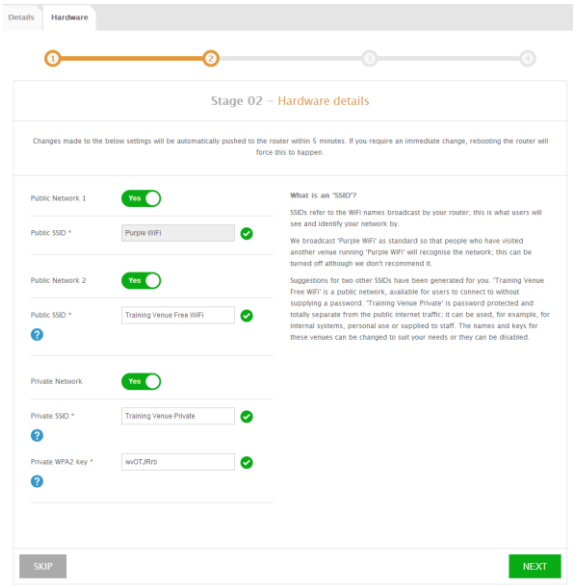
(b) **Download Firmware**
Downloads the specific file for flashing the selected router.

(c) **View online instructions**
Opens a webpage and displays the instructions for flashing the selected router and also a link to download the specific firmware for the selected router.

User Guide for TP-Link TL-MR3020 v1
IMPORTANT: Click here to download the firmware for TP-Link TL-MR3020 v1 before continuing
Please connect an Ethernet cable from your existing modem/router/network in to the port labelled "Internet/WAN" on the back of the TP-Link
Connect an Ethernet cable between port 1 on the back of the TP-Link and your computer
Turn on the router and wait for a few minutes
Open a web browser and type http://192.168.0.1 in to the address bar
Authentication Required
User Name: admin
Password:
OK
Cancel
You will be prompted to log-in. The default username is "admin" and the password is "admin" (unless you have changed these prior).
Click on "System Tools" on the left menu
Firmware Upgrade
Upgrade
Click on "Firmware Upgrade" on the left menu
Click on "Browse" and select the firmware file that you have been provided

(7) Select the relevant option and follow the instructions to flash the router.

(8) When router has been flashed, a second set of hardware options will appear back in the portal.


Details
Hardware
Stage 02 – Hardware details
Changes made to the below settings will be automatically pushed to the router within 5 minutes. If you require an immediate change, rebooting the router will force this to happen.
Public Network 1
Yes
Public SSID *
Purple WiFi
Public Network 2
Yes
Public SSID *
Training Venue Free WiFi
Private Network
Yes
Private SSID *
Training Venue Private
Private WPA2 key *
wvOTJRtb
What is an "SSID"?
SSIDs refer to the WiFi names broadcast by your router; this is what users will see and identify your network by.
We broadcast 'Purple WiFi' as standard so that people who have visited another venue running 'Purple WiFi' will recognise the network; this can be turned off although we don't recommend it.
Suggestions for two other SSIDs have been generated for you. 'Training Venue Free WiFi' is a public network, available for users to connect to without supplying a password. 'Training Venue Private' is password protected and totally separate from the public internet traffic; it can be used, for example, for internal systems, personal use or supplied to staff. The names and keys for these venues can be changed to suit your needs or they can be disabled.
SKIP
NEXT

(9) You can select and set the following:

(a) **Two public networks**
One is set to Purple WiFi and the SSID cannot be edited, the other will be set to the name of the venue and this SSID can be edited. Either of these public networks can be switched off but at least one needs to be on.

(b) **Private network**
This is an additional but private network and is aimed at staff use, personal use etc. When switched on, the system will automatically assign an SSID and WPA2 key but these are editable.

(10) Once these options have been set click Next.

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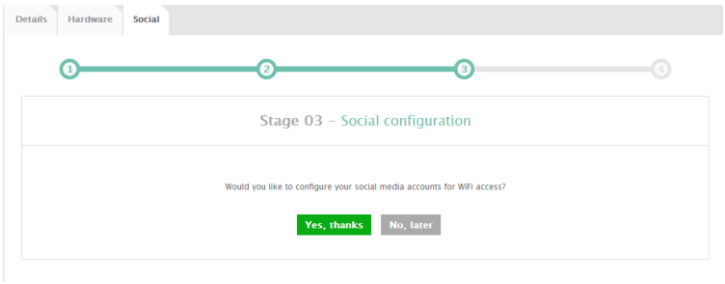
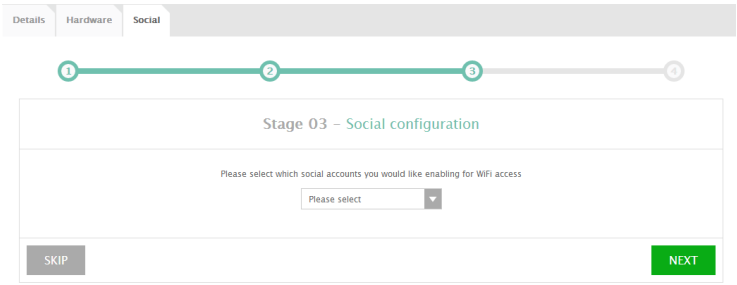
iii) **Stage 3 –** Social configuration



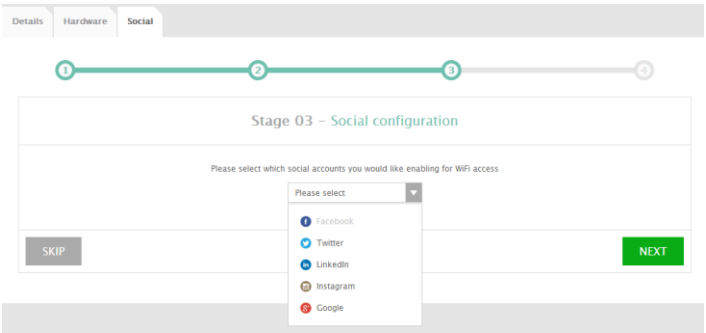
(1) You can now configure your social media or skip and complete at a later date.

(2) Click Yes, thanks to complete now.

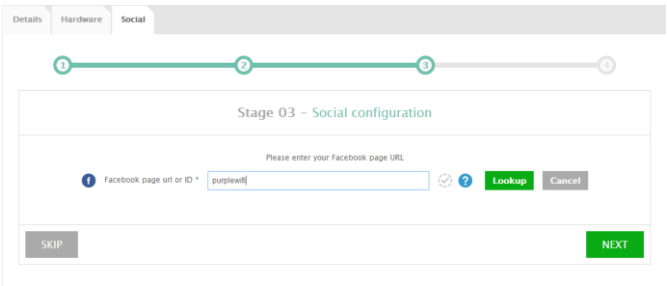
(3) The screen will update, a drop down list will appear.



(4) Click the drop down and choose your first social media to enable. (Facebook in this example)



(5) You can now add the Facebook page URL or ID.



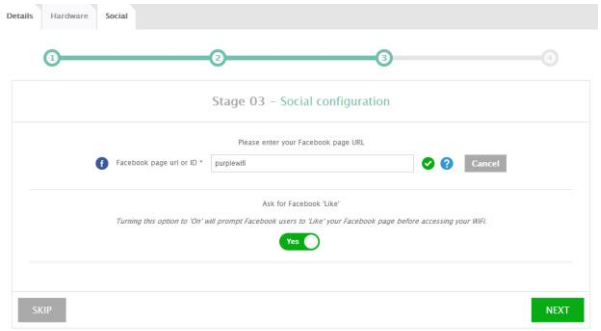
(6) Once entered click Lookup.

(7) The system will search for the details entered and return the results.

(8) You can click the binoculars icon to check results are correct. This will open Facebook and take you to the page from the results.

(9) Click OK if the search result were correct.

(10) An additional option will appear at the bottom of the screen.

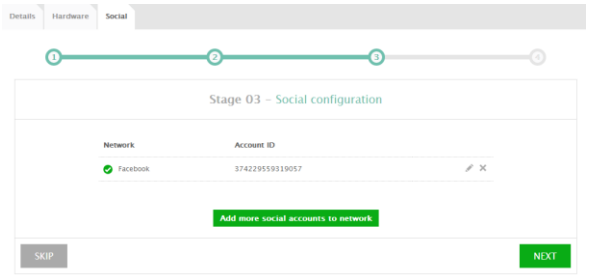


(11) Select Yes or No to enable Ask for Facebook 'Like'.

(12) Then click Next.

(13) The screen will show the social media account just added, you can now click the button 'Add more social accounts' to network to add any further social media accounts and follow the instructions as documented in the previous steps. When you click back into the drop down list, any social accounts already added will be greyed out.

(14) You can also click the pencil icon to edit the account or the icon to delete it.



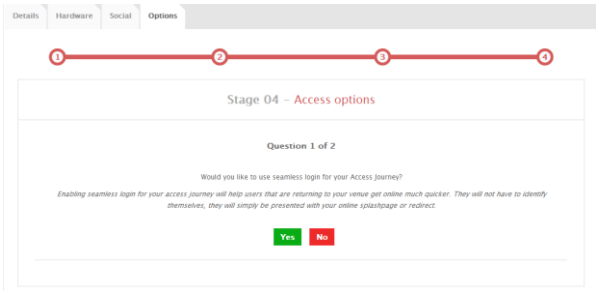
(15) Once all social media accounts have been added click Next.

iv) **Stage 4** – Access options

(1) You will now be presented with two questions.

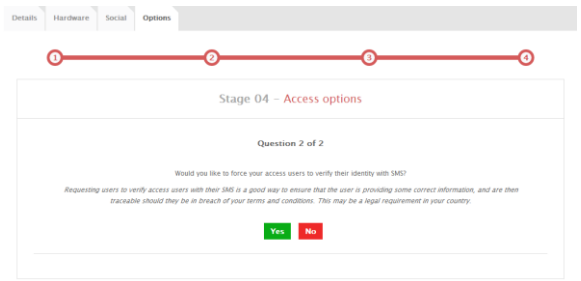
(2) Would you like to turn on Seamless login?

(3) Seamless login makes it easier for users returning to the venue to get online quicker, they will not have to authenticate again but will be presented with an online splash page or URL redirect.


Details
Hardware
Social
Options
Stage 04 – Access options
Question 1 of 2
Would you like to use seamless login for your Access Journey?
Enabling seamless login for your access journey will help users that are returning to your venue get online much quicker. They will not have to identify themselves, they will simply be presented with your online splashpage or redirect.
Yes
No

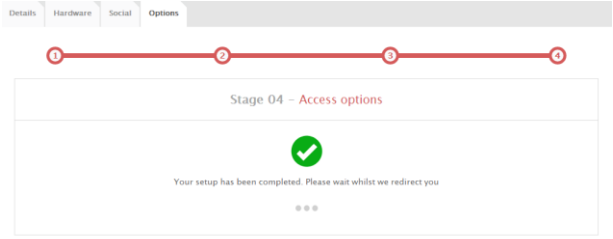
(4) Would you like to turn on verify identity via SMS?

(5) Requesting users to verify access users with their SMS is a good way to ensure that the user is providing some correct information, and are then traceable should they be in breach of your terms and conditions. This may be a legal requirement in your country.

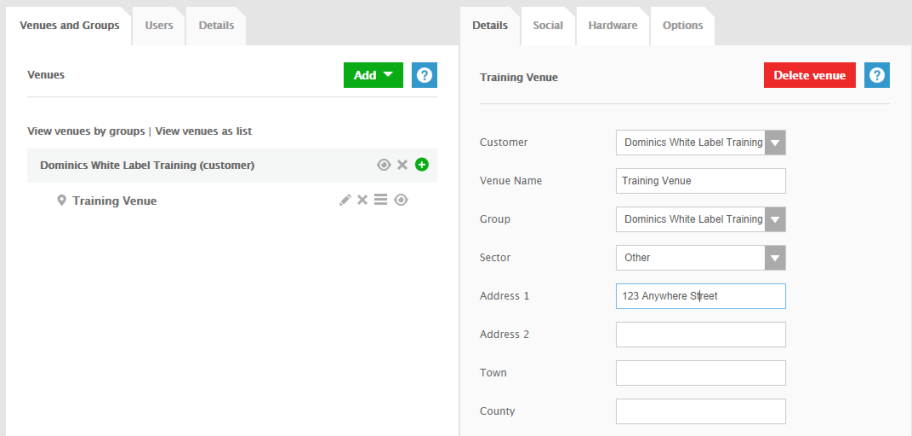

Details
Hardware
Social
Options
Stage 04 – Access options
Question 2 of 2
Would you like to force your access users to verify their identity with SMS?
Requesting users to verify access users with their SMS is a good way to ensure that the user is providing some correct information, and are then traceable should they be in breach of your terms and conditions. This may be a legal requirement in your country.
Yes
No

(6) Select Yes or No for each questions

(7) The following message will appear on the screen advising the venue has now been setup.



(8) You will then be redirected back to the venue management area, your new venue will appear on the left.



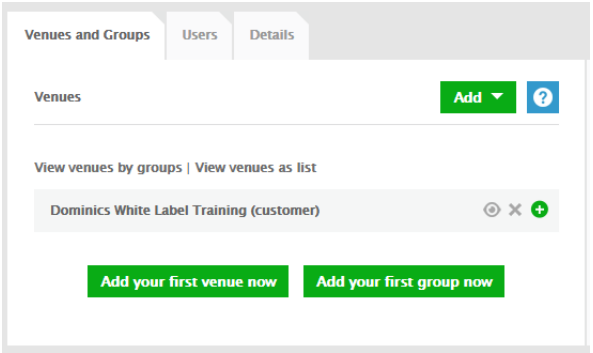
4. **Creating a venue manually**

If you do not want to use the wizard you can add venues manually.

a) Click the ▶ icon to the left of the new customer, the area will expand and the below message will appear:

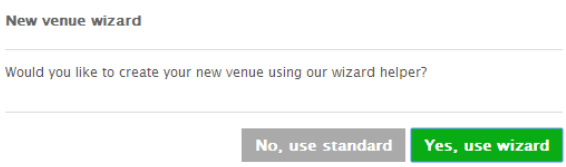
b) Click the link Click here.

c) The customer management screen will load.



d) Click either the Add button or the ⊕ icon and select Add new venue from the drop down.

e) The following window will open:



f) You now have the option to use the wizard or not. Your selection will determine what screen appears next.

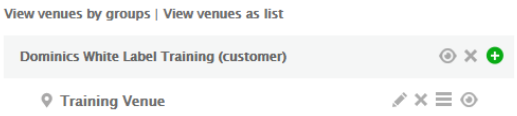
g) Select the option No, use standard.

(1) The right-hand side of the screen will now become active and one tab will appear called Details.

(2) Enter the venue's details. Again, any fields with a red border are required fields.

(3) Once completed, click the Add venue button.

(4) The venue will now appear on the left under the customer's name.

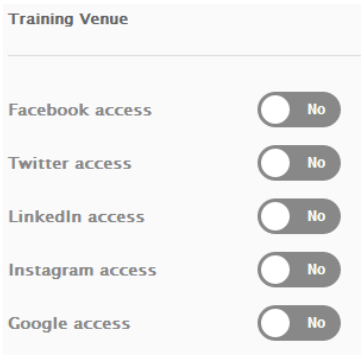


(5) Additional tabs will also appear on the right-hand side, they are:

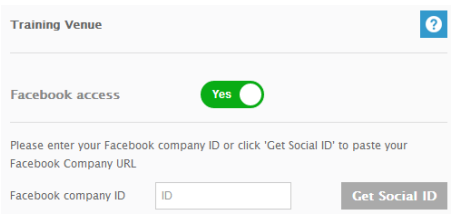
(a) **Details**
(b) **Social**
(c) **Hardware**
(d) **Options**

(6) Each tab has specific details that need to be set for the venue.

(7) Click the Social tab. This section allows you to specify which social media authentication methods are available to your visitors. At present they are all set to No.

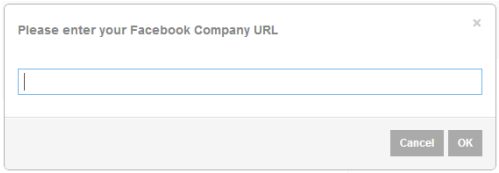


(8) To activate a social access click the button.

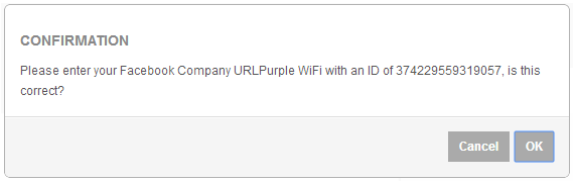

Training Venue
Facebook access
Yes
Please enter your Facebook company ID or click 'Get Social ID' to paste your Facebook Company URL
Facebook company ID
ID
Get Social ID

(9) The button will change to Yes and extra options will expand below. Any social media authentication method used will require a 'social ID'. Assuming you have a company account for the social media platform in question, you can find your social ID here.

(10) Click the Get Social ID button, the following window will open.



(11) Just type your company name in the window and we will do the rest. Another window will open advising you of the ID. Click OK.

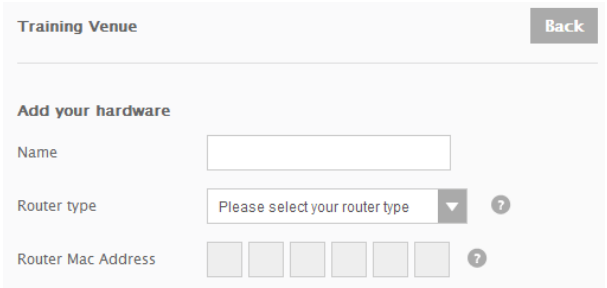

CONFIRMATION
Please enter your Facebook Company URLPurple WiFi with an ID of 374229559319057, is this correct?
Cancel
OK

(12) You will go back to the Social screen and the ID will have automatically updated. You can now follow the same instructions for the remaining social media platforms as required.

(13) Click Save Social when all social access has been completed.

(14) Now click the Hardware Tab, here we can associate hardware to the venue.

(15) Click the Add hardware button and the right-hand side of the screen will change, allowing you to add the hardware details.



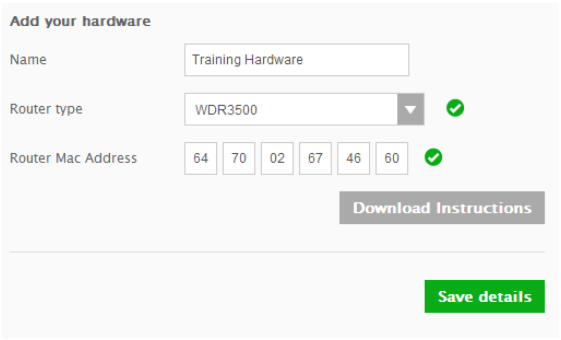
(16) First we need to add a name for the hardware. If this field is left blank the model number will be added as default.

(17) Select the Router type by clicking the drop down menu, all supported routers will be displayed. If your hardware is not in this list please contact your account manager.

(18) When the router is selected the icon will change to a to show it is completed correctly.

(19) Now enter the Router Mac Address into the available boxes (you can find this underneath the hardware itself). When it has been entered the question mark icon will change to the green tick.

(20) When both icons are icons an additional button will appear called Download Instructions and the Save Details button will become active.



(21) Click the Download Instructions button, this will take you to the support site and specifically to instructions on your hardware. The make of the hardware will determine the instructions. If the hardware can be flashed with our firmware you will get instructions on how to flash your router and also a link for you to download the firmware. If it cannot be flashed, the instructions will be specific on how to activate via the cloud and the hardware's own user interface.

(22) Click back into the portal and click the Save details button.

(23) The information will save and an additional set of network options will load. This will only happen with flashed hardware.

(24) From here you can set the following:

(a) **Number of public networks**
You can have two public networks with different SSID names, one will default to White Label and the other can be renamed as required.

(b) **Session length**
You can specify how long a user can stay connected once they authenticate.

(c) **Idle Timeout**
When no data is transferred you can specify a length of time before the user is logged off.

(d) **Download speed limit**
The maximum download speed the user will be limited to.

(e) **Upload speed limit**
The maximum upload speed the user will be limited to.

(f) **Allow HTTPS redirection**
Setting to Yes will force quest users to be redirected to the splash page if they try to access a HTTPS (SSL) website whilst not yet authenticated.

(g) **Private network**
Switching this on will allow the venue to have a private network as well as the public one, this is ideal for staff members to access.

(h) **Wireless Radio settings**
Set the wireless settings for both 2.4 and 5GHz channels.

(25) Once you have set these additional options, click the Save settings button.

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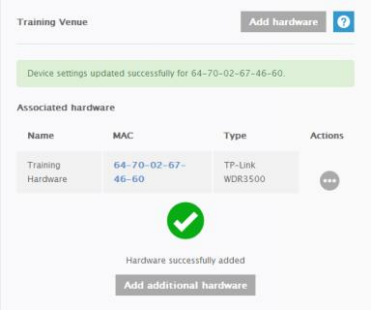
(26) The screen will update advising that your hardware was successfully added. You can now add further hardware if required.



(27) An additional icon will appear under Actions and clicking this will give the following options for flashed hardware:

(a) **Edit**
Allows you to edit the name, router type and MAC address.

(b) **Config**
Will bring up the second set of network options.

(c) **Status**
Gives current router status, last polled, external IP, internal WAN IP, Model, firmware version, MAC address, VPN status, any connectivity outages and active WiFi users.

(d) **Diagnostics**
In this area you will get some similar information to the status option but with some additional tasks, they are as follows:

(i) **Load Average / Uptime**
This tool indicates when the router came online, how long it's been online and how much time it took for the router to load up (average load times: mean, median, mode).

(ii) **Scan**
Performs a scan SSiD Probe, this to indicate if the SSiD's configured via the config page. You can use this to determine if the SSiD's you have set are being broadcasted or not.

(iii) **Top**
Displays the files within the core folder on the router and their current status.

(iv) **Available Memory**
How much RAM memory is available; TP Links have about 128mb of RAM. If a lot is being used this means the router is under high load; if no one is using the router and its RAM is being highly utilised it means there is a running process zapping RAM.

(v) **Running Processes**
Indicates what processes are running on the router.

(vi) **Disk Space**
How much RAM is available on the router per root directory.

(vii) **ARP List**
The External IP address it has been assigned and the device mac it's connected to.

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(viii) **View Syslog**

Log recording of the commands performed. Every 5 minutes or so it will schedule out to the cloud server to download the getConfig.sh file. This will let you know if the latest update was taken or not. For example, after you change a setting on the router's Config via the portal you need to allow up to 5 minutes for the change to take effect. This option doesn't really need to be reviewed. If you want to speed up the router to implement a new config setting just restart it.

(ix) **NSLookUp**

Performs and NSLoopUp to bbc.co.uk via the local gateway device, a basic check to see if it can contact the World Wide Web.

(x) **Speed test**

Downloads a 10Mb file as quickly as possible to show a crude reading of the transfer speed via the Ethernet WAN port. Can help indicate how fast the onsite broadband service is (+/- 20% accuracy). Whilst there is no minimum broadband speed requirement for the WiFi hotspot service; the faster the broadband speeds, the better the experience for each user and the total number of users that are able to connect with a decent transfer speed.

(xi) **Ping Test**

Quick Ping test to bbc.co.uk to check the latency. If the latency figure is high this means the network has poor latency out to bbc.co.uk, this can be a sign of poor broadband speeds.

(xii) **Trace route test**

Performs a trace route to our DNS, this will check the latency hops to see at which point the latency deteriorates extremely.

(xiii) **Reboot Device**

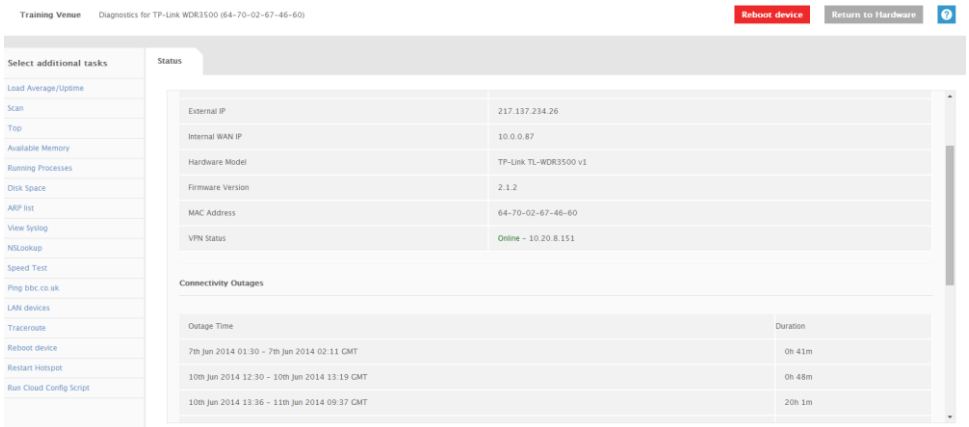
To restart the router. Once done: remember the diagnostic tools will not work until the router comes back online. Remember this will drop any (all) the users connected to the WiFi service. Users will need to re-connect to the WiFi service.

(xiv) **Restart Hotspot**

Used if the SSiD's are not broadcasting, once done will take a minute or two for the WiFi service to start broadcasting again. Remember this will drop any (all) the users connected to the WiFi service. Users will need to re-connect to the WiFi service.

(xv) **Run Cloud Config Script**

Forces a check against our cloud server to make sure the router has its latest applied settings.



(e) **Delete**
The ability to delete the hardware.

(28) The final tab is the Options tab, here you will find a number of options to set.

(a) **Seamless Login**
This allows for faster access to the network for repeat users.

(b) **Ask for Facebook 'Like'**
This will prompt Facebook users to 'Like' your Facebook page before accessing your WiFi.

(c) **Verify Identity via SMS**
This will prompt users to enter a code sent to them via SMS before they can access the WiFi.

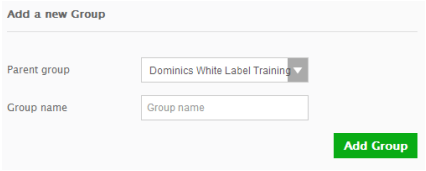
(29) Once set, click the Save Options button.

5. Creating a new group(s)

Creating groups helps manage venues. You can also grant access at group level, assign splash pages and view group reports.

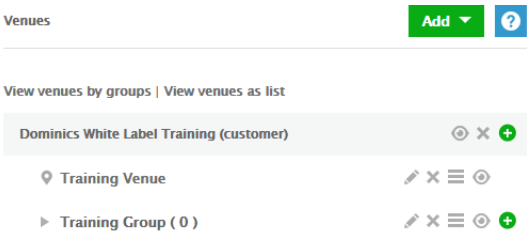
a) Click either the Add button or click the icon and select Add new Group from the drop down menu.

b) The screen on the right will change, give the group a name.

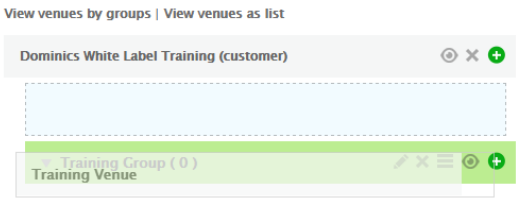


c) Click Add Group to create the group.

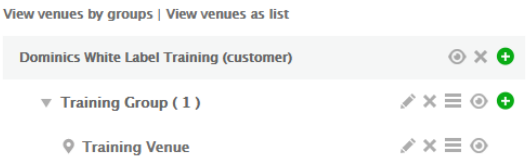
d) The new group will appear on the left under the customer and venue details. (if you created the venue first)



e) To place a venue into a group, click and hold the drag handle icon next to the venue and drag and drop it into the group created.



f) The view will change and now displays the venue under the group as below.



g) You can delete either the group or the venue by clicking the delete icon next to the relevant entity.

h) Clicking the pencil icon will change the screen on the right allowing you to edit any of the details.

i) Clicking the eyeball icon will impersonate at that particular level. This means your view will change to match that level of login. Either Customer level, group level or venue level.

6. **Creating a new user(s)**

a) Click the Users tab on the left-hand side of the screen.

b) Click the Add new user button.

c) The Create new user area on the right will appear.

d) Enter the User's details in the available fields on the right. Any fields marked with a red border are mandatory.

e) Change the Active Account option to Yes. This will make the user live, if this is set to No the user will go to the Locked Users area on the right of the screen. These users can be activated at a later date.

f) Select the Access Level by clicking the Change access level button.

g) The following window will open.

h) Select the level from the drop down menu, available levels are:

i) **A Reseller**
This user will have access to all customers on the portal.

ii) **A Customer**
This user will only have access to their own venues.

iii) **A Group**
This user will have access to any venues within the group selected.

iv) **A Venue**
This user will only have access to their specific venue but you can also limit what can be done at venue level. The available options are:

v) **Manager**
Can see, access and create within the venue management area, they can also add new users.

vi) **User**
Can see, access and create within the venue management area but cannot create new users.

vii) **Restricted user**
Can only view information, they cannot create anything or create new users.

i) Once a level is selected further options will appear. The level you select will determine which additional options appear.

j) Once selected, click Save.

k) Now all details have been entered for the new user, click the Save user button.

l) The new user will appear on the left of the screen. An email will be sent to them, giving all access details providing the Active user option was set to Yes.

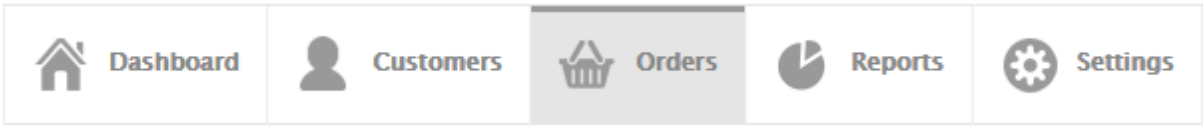
7. **Customer/Venue Management**

a) Once back in the Customer Tab the customer just created will be displayed at the top of the screen.

b) You can expand a customer using the icon. This will then show any groups, users and venues associated to this customer.

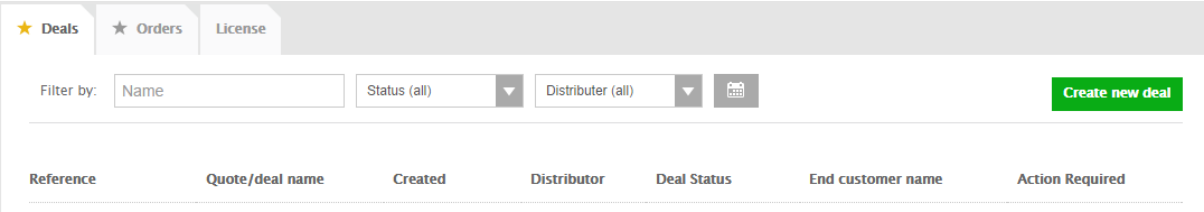
c) You can Edit the customer details by clicking the icon. From here you can also add and manage your customer's venue details, associated hardware, groups, users and privileges.

d) You can also Impersonate a customer by clicking the icon. This will allow you to edit and manage areas of your customer's setting on their behalf if you need to do so.



ORDERS

Once the customer and venue(s) have been created and hardware assigned to the venue(s) they will receive a 30 day trial license for the Premium WiFi. When this expires they will revert to the free version of the customer portal and lose functionality. To keep the user's functionality intact you will need to raise an order for a license for that customer.



1. **Order Tabs**

   Within Order are three tabs, you can click into each to view the relevant details. These are:

   a) **Deals**
   Any saved or submitted deals that are still pending a decision will be displayed.

   b) **Orders**
   Any deals/orders that have been submitted that have either been accepted or rejected.

   c) **License**
   Any accepted deals/orders will be displayed, any location based services licenses can be assigned to a venue from here also.

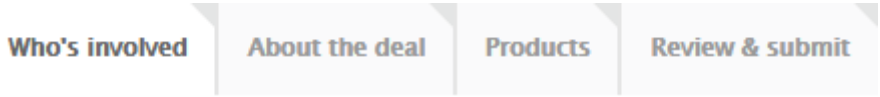
2. **Placing an Order**

   To place an order you must first register the deal on the portal.

   a) **Registering a deal**

      i) Click the Create new deal button.

      ii) Four tabs will appear, the tabs have to be completed in order and you cannot go to the next tab until all required information has been inputted. The tabs are as follows:



      (1) **Who's involved.**
      (2) **About the deal.**
      (3) **Products.**
      (4) **Review & submit.**

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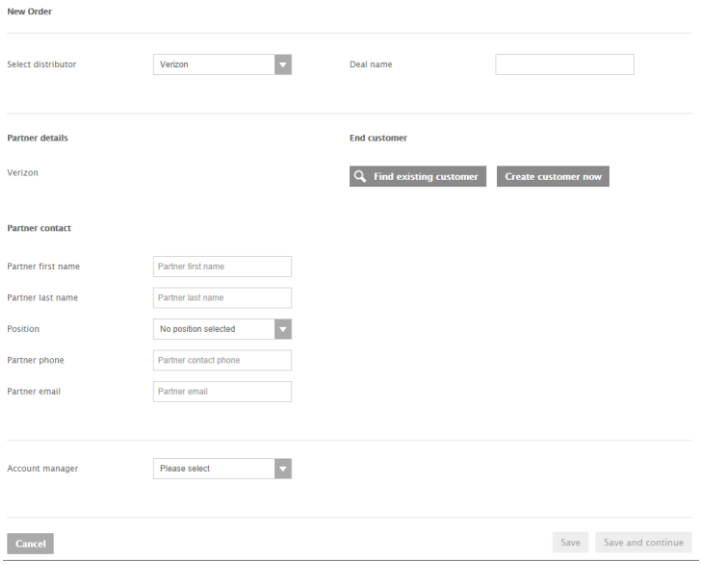
iii) **Who's Involved**



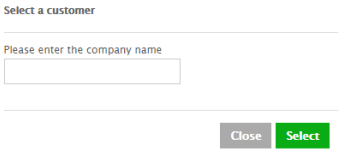
(1) First select the distributor from the drop down menu.

(2) Enter the Deal name.

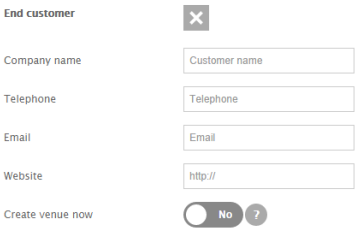
(3) The Partner details will automatically be populated.

(4) Find the End customer by selecting either of the two buttons.

(a) **Find Existing customer**
This will open a window to enter the customer details to search.



(b) **Create customer now**
This will allow you to create the customer within this area.



(5) Enter the Partner contact details, all these fields are mandatory.

(6) Enter the End customers contact details, all these fields are mandatory.

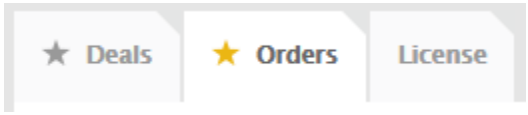
(7) Select the Account manager from the drop down menu.

(8) Once all the details have been entered you can either select:

(a) **Save**
This will save your deal, you do not need to continue with the remaining tabs. At the top of the page the order ID will appear.

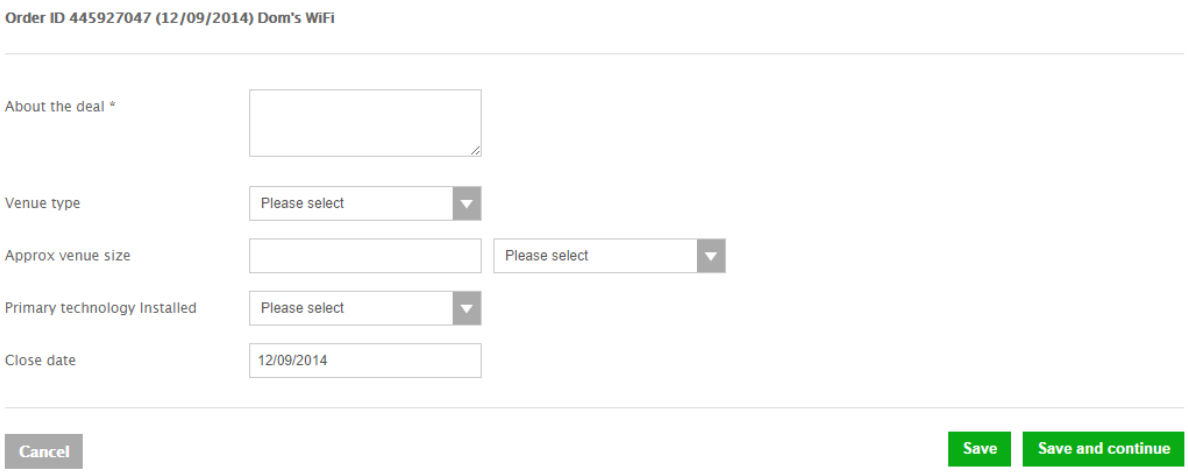
(b) **Save and continue**
This will save the details and continue to the next tab.

TIP!



You can set the default view when you click into the Orders tab, within the Deals and Orders tabs are Star icons. Whichever tab has the gold star will be the default tab. To change simply click the grey star, this will then change to gold and be the new default.

iv) **About the deal**



(1) Enter the details about the deal in the empty text box.

(2) Select the venue type from the drop down menu.

(3) Now enter the approximate venue size, select either Square feet or Square meters from the drop down menu.

(4) Select the primary technology installed from the drop down menu.

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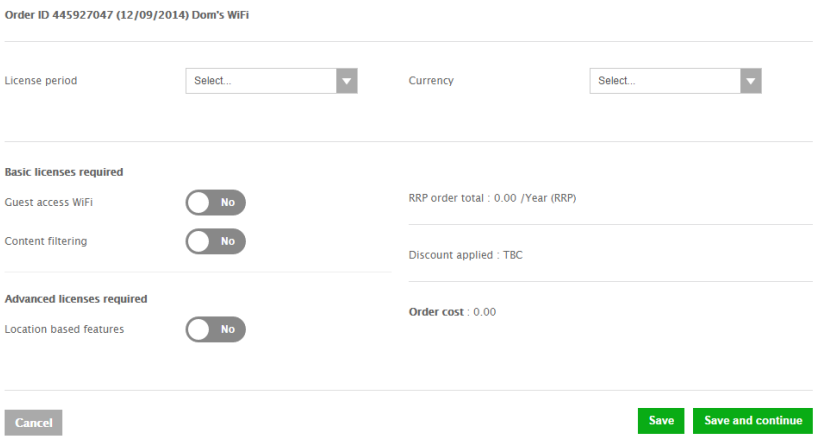
(5) Finally enter the close date, clicking into the field will open a calendar to select your date.

(6) As with the previous tab select either Save or Save and continue.

v) **Products**



(1) Select the License period from the drop down menu, available options are:

(a) 1 Year
(b) 3 Years

(2) Select the currency from the drop down menu, available options are:

(a) £ - GDP
(b) € - Euro
(c) $ - USD

(3) Select the basic license type, click the No button to change it to Yes if you want to activate either:

(a) **Guest access WiFi**
Required for the Verizon features.

(b) **Content filtering**
An additional option for limiting access to inappropriate material, making the venue family-friendly.

(4) A Billing model required drop down will appear once a license type is changed to Yes, available options are:

(a) **Access point**

(i) No. of access points/licenses
(ii) Venue

(b) **Concurrent**

(i) Number of concurrent users
(ii) License type

1. **Single**
2. **Multi**

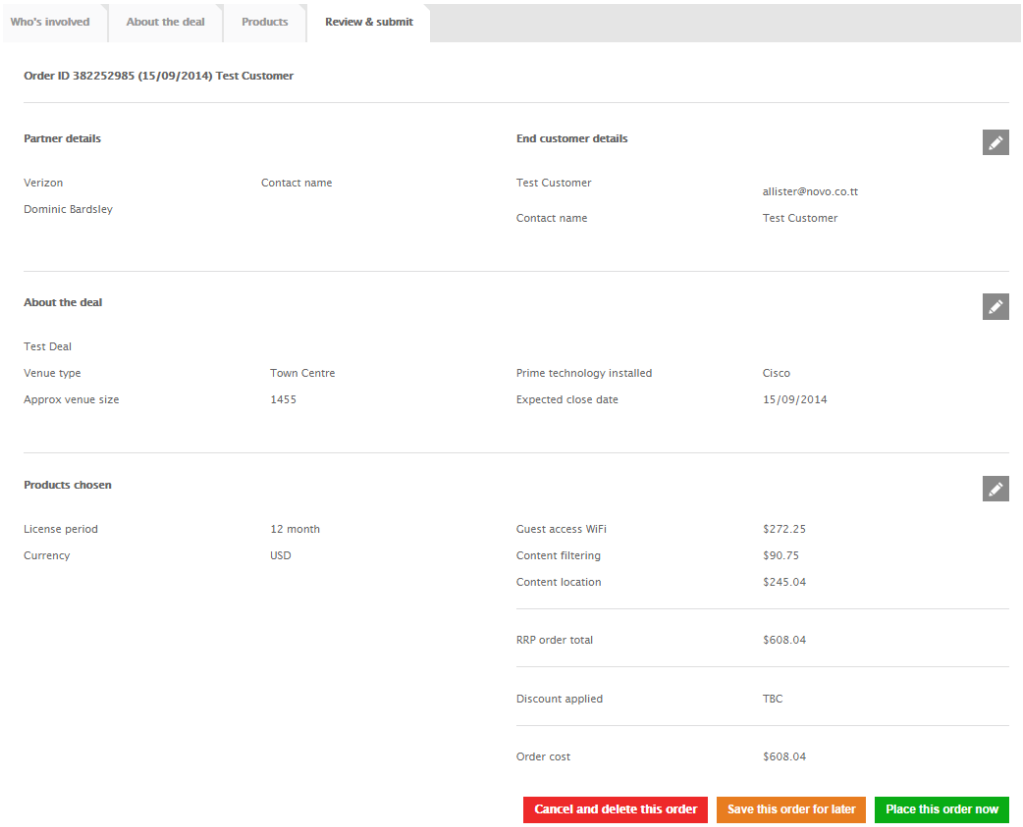
(iii) Venue

(5) Now select the Advanced license type, the only available option is Location based features. If this is turned on, an additional field will appear allowing you to enter the number of access points. It will automatically start at 3 as this is the minimum requirement.

(6) On the right hand side of the screen a cost breakdown will appear as soon as a license type has been selected. The order cost will change as you add more features or licenses. The breakdown cost will be in the currency you selected from the currency drop down menu.

(7) Select either Save or Save and continue.

vi) **Review & Submit**



(1) You can now review the details you have entered, the screen is split into three areas:

(a) Partner details
(b) About the deal
(c) Products chosen

(2) There is a pencil icon at the end of each section, clicking this will allow you to alter any of the details before you submit them.

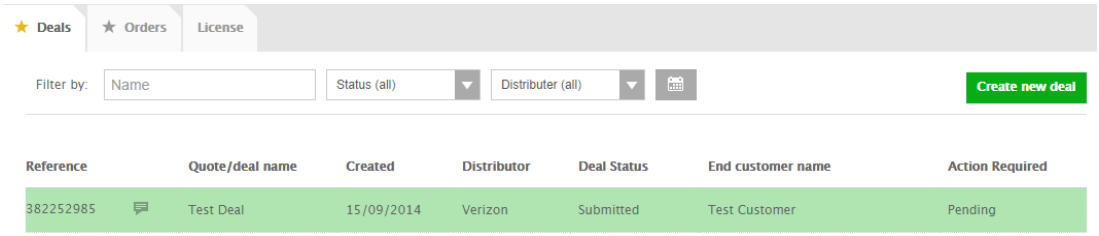
(3) Once happy with all the information entered you have three options:

(a) **Cancel and delete this order**
This will cancel and delete all the details entered.

(b) **Save this order for later**
This will save your details in the portal but not place the order, this order can be accessed at a later date.

(c) **Place this order now**
Places the order now in the portal for review from the distributor.

(4) You will be taken back to the Orders tab and the new deal will appear at the top of the screen and initially highlight Green.



(5) The order will stay in the Deal tab until the distributor either accepts or rejects the order. It will then move into the Orders Tab.

(6) The order Statuses are as follows:

(a) **Pending Orders**
An order has been placed but the Distributor has yet to accept or reject the order.

(b) **Accepted Orders**
The Distributor has accepted the placed order and the license(s) is ready to assign.

(c) **Rejected Orders**
The Distributor has rejected the order and so no license(s) will be available.

3. **Saved deals**

a) Any deals saved and not yet submitted will also appear in the deals tab, under the heading Deal Status it will show Not submitted and under the heading Action Required it will display either:

i) **Submit deal**
ii) **Select Products**
iii) **Review and submit**

b) The Action required will determine how far through the process you originally went before Saving and not continuing. When you click on the action required for the relevant deal you will be taken to that point in the process that needs completing.

4. **Orders Tab**

a) Within this tab all Accepted and Rejected orders will be displayed. It will display the following information:

i) **Reference number**
ii) **Quote/deal name**
iii) **Date Created**
iv) **Distributor**
v) **Deal Status**
vi) **End Customer name**
vii) **Action Required**

b) Clicking **Accepted** under the Action required heading will take you to the License tab and will only display the license information for this specific deal.

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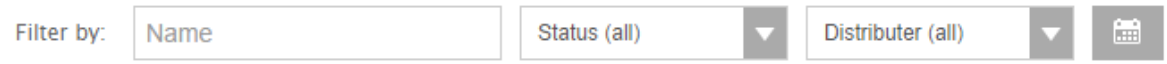
TIP!



You can filter your orders by the Name, Status and/or by Distributor. You can also filter according to a specific date range by clicking on the calendar icon and selecting the 'to' and 'from' date range you wish to view.

5. **License Tab**

a) When a distributor approves an order you will see the licenses that have been generated on this tab.

b) The following information is displayed:

i) **Purchase date**
ii) **Period**
iii) **Order** number
iv) **Products**
v) **Customer**
vi) **Venue**
vii) **Distributor**
viii) **Expiry** date

c) If the license is for location based services you can attach the license to a piece of hardware. To do this:

i) Click the Assign now option under the Venue header.

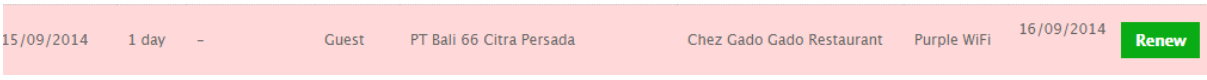
ii) A window will open with two drop down menus to select the:

(1) **Venue**
(2) **Hardware**

iii) When complete click the Assign button.

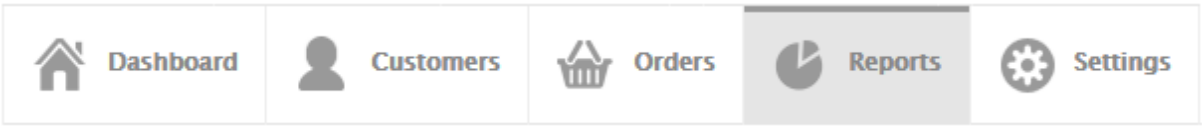
iv) Licenses for Guest WiFi and content filtering will be applied automatically by the system at Customer level, this mean any venues created under that customer will automatically have a premium license.

v) If the license is set to expire in the next 30 days it will be highlighted in red in the list and Renew button will be available to select. This will then take you back to the ordering process.



TIP!

You can filter your licenses by the Status, Customer, Venue, Distributor or by all.



REPORTS

The reporting area gives you a summary of the activity at the venues of the customers you have added to the portal. The reports are split into three different areas.

1. **Reports Summary**

   a) **Users by day**
   This area graph shows the unique authenticated users per day for the past 28 days, split by gender. It does not take into account multiple visits by the same user on a single day.

   b) **Cumulative users and sessions**
   This line graph shows the cumulative number of users and sessions over the past 12 months. Each month is the total number of users to that month. Users are unique and sessions are the number of authenticated sessions (i.e. any visit by any user).

   c) **Users by month**
   This area graph shows the number of unique authenticated users per month for the past twelve months, split by gender. It does not display repeat visits in a month.

   d) **Users by month (new vs repeat)**
   This area graph shows the number of unique authenticated users per month for the past twelve months, split by new vs repeat users. It does not display repeat visits in a month, or repeat visits by a new user within the same month.

   e) **Top venues by daily average (last 28 days)**
   This column graph shows which of your venues have been busiest (looking at the daily average of unique visitors) in the past 28 days, split by gender. It only considers users per day and doesn't include repeat visits in the same day.

   f) **User demographics**
   This column graph shows the age/gender breakdown of your entire user database.

   g) **User locations**
   This column graph shows visits to your venues grouped by country and gender. It comes from the location set by users in their social media profiles, and may not include all users.

   h) **Source network**
   This graph shows the number of WiFi users that have authenticated on your network, grouped by gender and by the connection method that they used to authenticate.

2. **Logins**

   This area will list all the venue locations for your customer's and then breakdown how users have logged into their WiFi network. It will list the number of users against the login method. You can click a number under a social login and it will display the actual user's details on the right-hand side of the screen.

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3. **Routers**

This area will list all the different venues for your customers and the following information:

i) **Router**
Router make and model.

j) **MAC Address**
MAC address for the routers.

k) **Internal IP**
Internal IP address (only available on flashed routers).

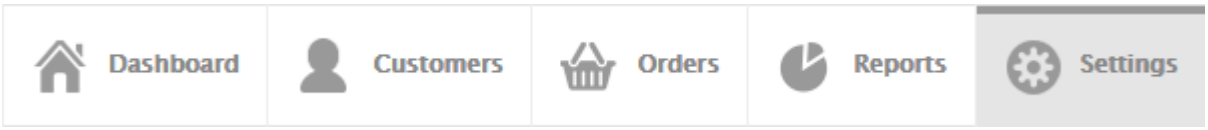
l) **External IP**
External IP address (only available on flashed routers).

m) **Users**
Number of users created for accessing this venue (only available on flashed routers).

n) **Last Polled**
When the router was last polled (only available on flashed routers).

o) **VPN IP**
The VPN IP address details (only available on flashed routers).

p) **VPN Status**
Status of the VPN, either on or off (only available on flashed routers).



SETTINGS

Within the settings area, you will see on the left-hand side of the screen your details as the reseller. You can alter any of these details. On the right-hand side are all the users you or your customers have added to the portal. You have the ability to add additional users if required, access existing users, delete users, impersonate users and reset password.

1. **Add User**

   a) Click the Add user button.

   b) The area on the right will change, fields will become available to create the new user.

   c) Please refer to the section called **Add new user** for further instruction.

2. **Delete User**

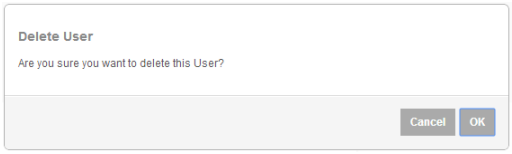
   a) To delete a user, first find the user in the list.

   b) Click their name on the right.

   c) The user details will load.

   d) Click the Delete button.

   e) A window will open asking for confirmation to delete this user.



   f) Click OK, the user will now be deleted from the portal and will no longer have access.

3. **Reset Password**

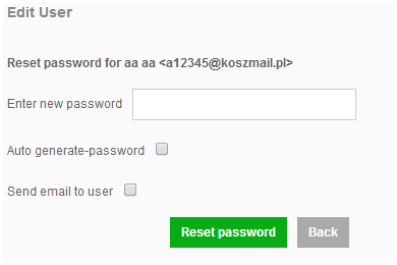
   a) To reset a user's password, first find them in the list of users.

   b) Click their name on the right.

   c) The user's details will load.

   d) Click the Reset Password button.

e) The following window will open:



f) Enter a new password or select the tick option Auto generate-password. Select the other tick option Send email to user.

g) Once completed, click Reset Password button. If the option to email the user was selected, an email will be sent to them with the new details.

Should you have any questions regarding the Portal and its features, please contact:

(ENTER DETAILS HERE)